How to check a PPM claim status:

1. Go to https://applications.navsup.navy.mil/pptcs
2. Acknowledge DoD Warning Statement
3. Click “Check Status” button
4. Enter Full SSN & TAC
5. Click “Request Claim Status” button

NOTE: Your TAC code can be found in the Line of Accounting data within your orders; it is usually at the beginning of the line of accounting and is a combination of four alphanumeric characters. The last digit in the TAC code signifies the Fiscal Year and the first digit usually signifies your branch of service (ex: N2A4 – N=Navy; 4=FY14)

6. Select Origin & Destination locations
7. Click “Request Claim Status” button again

NOTE: If you do not see your origin and destination listed, please contact the Navy HHG Audit Team directly
If you do not receive a status you may wait an additional ten days and re-check your status online. If you do not receive a status OR if you have questions about the status presented, you will need to contact the Navy HHG Audit Team directly. The correct email address to use for questions is hhg_audit_ppm_status.ftc@navy.mil.

**Contact the Household Goods Audit Team**

**For General Household Goods Audit and Claim inquiries**

For questions concerning a specific audit on a government arranged or a personally procured move, you may email podas.fiscn@navy.mil, or call 1-888-742-4467 between the hours of 0730-1000 Eastern Standard Time. Overseas callers may call commercial 757-443-5412 or DSN 312-546-5412.

You may email your claim to hhg_audit_ppm_claims.ftc@navy.mil, or you may mail your claim to the address below. Please allow at least 10 business days for the claim to be received before contacting hhg_audit_ppm_status.ftc@navy.mil to check the status. Expediting your claim will not ensure we receive it faster, as all mail is routed through a central mail facility.

COMMANDING OFFICER
NAVSUP FLEET LOGISTICS CENTER NORFOLK
BUSINESS SUPPORT DEPARTMENT
HHG AUDIT DIVISION CODE 302
1900 GILBERT STREET SUITE 600
NORFOLK VA 23511-3382

For questions concerning a collection action, you may email hhg_audit_collection@navy.mil.

**For All Other Household Goods Move Related Inquiries**

You may go to www.move.mil to make an application for your move, whether it be a Government move or a Personally Procured move. This website will also allow you to update your information, review the frequently asked questions, or to check on the status of your current application.

For any questions or concerns, you may contact our Navy Household Goods Customer Contact Center by calling 1-855-HHG-MOVE between the hours of 0800-1900 Eastern Standard Time, or e-mail your inquiries to householdgoods@navy.mil.

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